Welcome to Zoom Video Conferencing at Syracuse University!
Engage, educate, and collaborate with HD-quality video and audio.

Syracuse University Zoom
Log into your Syracuse University Zoom account:
/Login to SU Zoom Account

This option is the standard Zoom login for SU and ESF Students, Faculty, and Staff. Use this option if you are unsure of which Zoom account type to use, or if you have not been directed to use the HIPAA account.

HIPAA Compliant Syracuse University Zoom
Log into your HIPAA compliant Syracuse University Zoom account:
/Login to HIPAA Zoom Account

This option is HIPAA compliant, meaning cloud recordings are disabled. If you have not been directed to use this login link, please use the standard account.

Both Zoom links will encrypt meeting and webinar presentation content for the desktop and mobile clients.

2SU Students and Faculty
2U students and faculty should continue to use the Zoom learning management system (LMS) provided by 2U for hosting or participating in classes.
For more information please refer to the 2U Support page for assistance.

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Recommended Account and Meeting Settings

While Zoom continues to update what features are turned on/off by default to help combat “zoombombing” and better secure their product, users should review their meeting settings prior to their first meeting.

ITS strongly encourages all users to follow the guidelines found on the Securing Zoom Meetings page.

More about Zoom accounts and meeting settings:

Zoom Account Features and Settings
Best Practices for Securing Your Virtual Classroom
Zoom Meeting and Webinar Passwords
New Security Toolbar Icon for Hosts

Required Settings for Handling Health Data

Please review your Zoom settings if you are someone handling health information as it is critical in ensuring the privacy and security of patient/client health information. If you will be interacting with health data, please review our Zoom Settings for Health Data page prior to using of Zoom. Please also consider all suggestions on the Securing Zoom Meetings page.

Webinars and Large Meeting Support

Faculty and staff are able to request additional support for large virtual events. This can include expanding participant capacity for large meetings up to 1,000 participants and webinars up to 10,000 participants at additional costs. Additional information and request forms are available on the Web Conferencing for Events page.

Faculty and staff looking to acquire webinar licensing for their own departments or Syracuse University Zoom account should start by contacting their academic or administrative support personnel.

Zoom How-To's

Below you will find instructions on joining, creating, and managing Zoom meetings. Additional how-to’s and links to Zoom support documentation is available in the Zoom support section.

Joining a Meeting

1. Open Zoom desktop Client and click Sign In.
2. Choose the **Sign In with SSO** button. Additionally, you can check "Keep me signed in" for ease of use in the future.
3. Enter `syracuseuniversity` for the company domain. This is not case sensitive but is all one word with no spaces. Then click continue.

![Sign In with SSO](image)

4. A browser window will open and ask for your NetID and password. Enter both and click **log in**.
4. Your browser will give a pop-up asking if it can open in Zoom.us. Choose allow.

5. Your browser will give a pop-up asking if it can open in Zoom.us. Choose allow.
6. The [Zoom.us](https://zoom.us) desktop app will now open and you can use Zoom normally as an SU licensed user.

1. Open any browser (Chrome, Safari, Edge, Firefox).

2. If you are a standard user click the "Login to SU Zoom Account" button above in the standard Zoom area, then select "Join". HIPPA Compliant users, click the "Login to HIPPA Zoom Account" button above in the HIPPA Compliant Zoom area, then select "Join".

3. Enter your [meeting ID](https://zoom.us) provided by the host/organizer.
Join a Meeting

Meeting ID or Personal Link Name

Your meeting ID is a 9, 10, or 11-digit number

Join

Join a meeting from an H.323/SIP room system

4. Click Join. You will be asked to open the Zoom client to join the meeting.

Joining Multiple Meetings Simultaneously

Zoom does provide the ability to join multiple meetings simultaneously. To do so, following the instructions found on the Joining Multiple Zoom Meetings page.

Creating and Scheduling Meetings

Zoom offers multiple methods to schedule a meeting including via desktop client and via the Zoom web interface. Step-by-step instructions are available on the Scheduling Meetings Zoom page.

Need to add Zoom meetings to Blackboard? Find details and instructions on our Zoom in Blackboard page.

Securing Zoom Meetings

While Zoom continues to update what features are turned on/off by default to help combat "zoom bombing" and better secure their product, users should review their meeting settings prior to creating their meetings.

ITS strongly encourages all users to follow the guidelines found on the Securing Zoom Meetings page.

Managing Zoom Meetings

Once a meeting has started, the host or co-host can control several aspects of the meeting such as muting or removing participants to prevent unwanted interruptions.

Step-by-step instructions are available on the Managing Participants in a Meeting Zoom page.

Immersive View

Zoom offers a new way to view participants in a meeting or webinar. In Immersive View, the host arranges participants in a single virtual background.

Requirements:

- All clients must have their Zoom desktop client to version 5.6.3 or higher. Participants who have an earlier version of the Zoom desktop client will see other participants with a black background and will be prompted to update their Zoom client which may be disruptive.
- The Immersive View feature is disabled by default, you must enable before starting a new meeting or webinar.

Notes:

- Participants can’t change their view once the host enables Immersive View. If a participant prefers Speaker or Gallery View for example, they won’t be able to select it.
- Participants are unable to pin another person. So if an ASL interpreter is present, it will be necessary for the host to assign one of the Immersive View “seats” to the interpreter, preferably a seat nearest the main speaker. This may be problematic with some of the views that only allow 2-6 seats.
- ASL interpreters should be aware that they may need to move back from their camera so that there is room for all gestures to be seen.
- If the host enables screen share the Immersive View is temporarily disabled and participants will see the shared screen with either Speaker or Gallery View. Immersive View will resume when the host stops sharing.
- Participants may have to look for the ASL interpreter if the host enables screen share.
- Immersive View is not recorded. The recording will capture either Speaker or Gallery View, whichever was last active when Immersive View was activated.
Enable the Immersive View feature:

1. Sign in to the Zoom web portal.
2. In the navigation panel, click Settings.
3. In the Meeting tab under the Meeting (Advanced) section, find the Immersive View option and verify that the setting is enabled.

Starting Immersive View

1. Start a meeting or webinar as the host.
2. In the top-right corner, click View.
3. Click Immersive View.
4. Select one of the following options for placing participants into the scene:
   - Automatically: This will include as many participants as possible in the scene you select. Participants can be swapped out and arranged during the immersive scene.
   - Manually: You will add or remove participants as you wish. If more than are allowed for a particular scene are selected, extras will be removed.
5. Select the scene you would like to use. Each scene designates the max number of predefined places for attendees.
6. Click Start to begin the Immersive View.

Changing Immersive View

1. In the top-right corner, click View.
2. Click Change Immersive View.
3. Select the new scene and check participant assignments.
4. Click Start to launch the new scene.

Zoom Cloud Recordings

Zoom offers the ability to record meetings in the cloud. By default, cloud recordings are disabled. Follow the steps below to enable cloud recordings as well as to locate and download your existing Zoom cloud recordings.

Enabling Zoom Cloud Recordings

To enable cloud recording for individual meetings, be sure to check ‘Automatically record meeting’ and ‘In the cloud’ in the Advanced Options when setting up your meeting(s).
To enable cloud recordings on an account level as the default behavior for future meetings, you'll want to enable automatic cloud recordings. To do so, sign into the Zoom web portal, navigate to the ‘Settings’ tab and locate ‘Recording’. Next, locate ‘Automatic recording’ and click on the button on the right to enable it. Be sure to select ‘Record in the cloud’. Additional details and instructions are available on the Zoom Cloud Recording page.

Accessing and Downloading Zoom Cloud Recordings

One you’ve recorded a Zoom meeting to the cloud, you can view your recordings by visiting the Zoom web portal and navigating to the ‘Recordings’ tab. For complete instructions on locating and downloading Zoom recordings, visit the Zoom Managing Cloud Recordings page.

Zoom Public Marketplace Apps

The Zoom Marketplace has a number of apps that can enhance the Zoom experience. These apps can help streamline data between systems, like Zoom and Blackboard. For a growing list of apps, including those approved, denied, and pending approval, see our Zoom Public Marketplace Apps page.
Connecting an Otter.ai Account to Zoom

Syracuse University does not currently provide licensing for Otter.ai. However, users can connect a personal Otter.ai account to their Syracuse University Zoom account.

1. Log into Otter.ai, then click Apps in the left panel.

2. Look for Sync cloud recordings and click the Add (Add button).

3. If you are not already signed into Zoom, you would be prompted to sign in. Do so with your Syracuse University account information.

4. Click Authorize to connect Otter.ai to Zoom.

Zoom Support Documentation and FAQs

Please view the Zoom at Syracuse FAQ for more more information about Syracuse University Zoom.

Below you will find additional links to Zoom provided support documentation, tutorials, and more.

Zoom Frequently Asked Questions
Zoom Meeting & Webinar How-To’s
Hiding or Showing My Video on My Display
Video Captioning Resources
Zoom Live Transcripts
Support during the COVID-19 pandemic

Zoom Training
Using Zoom in Blackboard
One Minute Video Tutorials
Zoom Training Sessions — Teaching with Zoom

Support for Zoom Administrators
Getting Started with Reporting & Dashboard
Getting Help

For support on the information above, contact the ITS Help Desk by calling at 315.443.2677 or by emailing help@syr.edu.